



## Inspection Report on

**Care at Home Pembrokeshire**

**Squirrel House  
Parc Y Llyn  
Haverfordwest  
SA62 5DH**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

22/11/2022

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## About Care at Home Pembrokeshire

Type of care provided	Domiciliary Support Service
Registered Provider	Van Dyk Healthcare (Dragon) Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	08 February 2022
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People who use Care at Home are wholly satisfied with the care and support offered to them.

Care workers know people and know what is important to them. They have time for people and are not rushed in their work, meaning people receive person centred and individualised care and support.

People are supported by care workers who are motivated, effectively trained and feel valued, meaning they, in turn value and enjoy their work.

Quality underpins the values of the service, and there are some effective and robust governance arrangements in place to monitor performance and quality.

## Well-being

People are safe and protected from harm. Care workers know their responsibilities in relation to safeguarding. They are confident their manager would deal with any concerns appropriately.

People's needs are met by workers who are motivated to offer person centred care; are kind and friendly. People are wholly complimentary about those who care for and support them. Workers enjoy their job and feel they made a good decision to work for Care at Home.

Care workers are reliable and not rushed. If a person needs longer than their allocated visit, they can rely on colleagues or their manager to help out.

People contribute to their care planning. Their views are asked for and care workers understand the importance of offering choice as far as possible.

## Care and Support

People are well cared for by workers. One told us *“the care is very special... they are so good,”* and another described workers as *“Good as gold”*. There is a level of consistency with workers visiting people and being rostered to work at Squirrel House on a regular basis. This means workers get to know people and know what is important to them.

Care workers say they have time to spend with people and are not rushed. The correct number of staff attend each call and there have been no failed visits. Care workers say they have enough time to travel between people’s homes and the rotas confirmed this.

People’s physical health needs are effectively met. Care plans set out clearly what care is needed and how this is to be offered. Care workers are able to recognise if a person’s skin is at risk of breaking down. They know to record and report any concerns and are confident their seniors and manager would take any concerns seriously and deal with them appropriately.

Care workers enjoy their work and understand the privileged position they are in, going into people’s homes. They understand the important role they have, not just to ensure people’s physical health needs are met, but also to contribute to their overall well-being.

Records are held electronically. Workers feel they have the information they need to safely carry out their duties. They have time to read people’s care records. Each person has a detailed person history, and care needs are clearly set out. If any elements of care were to be missed, the manager would be alerted which provides added safeguards for people.

## Environment

This is a domiciliary care service and therefore this is not considered at inspection.

However, the apartments at Squirrel House are clean and in good decorative order and people using the service are satisfied with the care and respect workers show their homes.

## Leadership and Management

The governance arrangements are robust. Questionnaires have been sent to people using the service and the responses received are wholly positive. One person wrote “*every single carer has been exceptionally helpful*” and another wrote “*X and I are delighted with all aspects of care*”. This reflects the views expressed by others who are using the service. There is evidence the Responsible Individual (RI) has fulfilled their regulatory responsibilities as comprehensive notes were made available. However, the manager is not aware of any such report.

Care workers consider they have had the training they need to effectively and safely carry out their duties. The manager said some workers are not up to date with some of their training and workers competence has not always been assessed following completion of the theoretical element of training. Some workers have had their competence assessed and others said this is planned. People using the service consider workers to be skilled and suitably trained. The training matrix shows a high level of compliance, and where training is out of date, update sessions have been arranged.

The recruitment process is safe. Files show references have been obtained and the necessary checks carried out. Staff files are easy to navigate.

Care workers say they have supervision where they get feedback on their work. As well as formal supervision, senior carers and managers observe care workers as they carry out their duties and offer more informal feedback.

Because of the training; supervision; support from managers and the way the rotas are arranged meaning people get the time they need, workers feel valued and part of the team with one worker saying that working for Care at Home was “*definitely a good move*” and another said “*I love it*” when describing their work. In addition, care workers feel well supported by their manager who is responsive and helpful.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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